

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 122

Personnel Appeals Board

Mission

It is the mission of the Personnel Appeals Board to protect the integrity of the Merit System to ensure due process for all parties appearing before the Board by the appropriate resolution of personnel appeals.

Strategy Resolve employee civil service appeals in a timely, efficient, and objective manner, ensuring the rights of employees and management while protecting the interests of the citizens of Washington State.

Performance Measure Percentage of Personnel Appeals Board decisions upheld on review by superior court.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	98%	98%	98%	98%	98%	98%	98%	98%
Actual	100%	100%	100%	99%	100%	100%	100%	98%
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Performance Measure Number of appeals after Personnel Appeals Board hearing.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	24	24	24	24	24	24	24	24
Actual	29	22	26	23	31	17	27	19
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Performance Measure Number of appeals resolved during pre-hearing phase prior to Personnel Appeals Board hearing.*

* * Not including appeals settled through alternative dispute resolution.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	43	43	43	43	43	43	43	43
Actual	45	51	71	69	43	74	41	51
Date Measured	9/30/97	12/31/97	6/30/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Performance Measure Number of appeals settled through alternative dispute resolution.

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Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	24	24	24	24	24	24	24	24
Actual	26	25	30	18	14	12	19	24
Date Measured	9/30/97	12/31/97	3/31/98	6/30/98	9/30/98	12/31/98	3/31/99	6/30/99

Quarter 8 Comment

The number of appeals referred to mediation was sharply reduced after Qtr. 3 due to financial constraints. Mediation referrals returned to normal volume after Qtr. 6 and resulted in actual settlements at or near estimated levels in Qtr. 7 and Qtr. 8